

TCI

**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.	2			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

**Scoring Scale**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1 System installed works well for us.
- 2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 The system did not fit well w/ existing equipment
- 2 but that was worked out.

12

Jim Creighton, Glynn Co. - Georgia

TCI  
**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	2			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	4			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____.	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

1 The equipment works great for our needs  
2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

1 Some minor bugs, but were corrected.  
2

Larry Wright - Talladega County, AL 12

CML

**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3.5			
2. The new system was integrated well with my existing systems with no major conflicts.	3			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3.5			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1 The are out of the box thinkers - move from
- 2 Saved money for local Govt.
3. Very User friendly.

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 French to English translation on written user manuals
- 2 were very poorly translated. This problem was fixed

Saralyn Hayes Mid American Regional

CML / AK Associates  
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4+			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	4			
6. System users are generally satisfied with the new system's functionality and performance.	4			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	4			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____.	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	4			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1 Backroom equipment is the best
- 2 People with CML are very professional + thorough.

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 "Tough to come up with a negative statement!"
- 2

Raymond Labelle Rhode Island State  
over a million calls handled yearly.

CML

<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	4			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	4			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	N/A	None needed to date		
13. On-going maintenance costs were identical to the prices originally bid by _____.	SPRINT	Does Maint.		
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	4			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about CML's system implementation is:

- 1 Willingness to support and standby equipment in dealing with any problems.
- 2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 "Can't say anything negative about CML."
- 2

Georgia Baggett - Okaloosa Co.

# Sprint / Position

## <Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
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8. System change orders were promptly implemented and reasonably priced.	2			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	2			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____.	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1 Time Line was meet.
- 2 Look of the communications center is great

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 Sprint maint. ISSUES very trying at times.
- 2 difficulty resolving mapping issues.

Marie Kenum

Sumter County

*Sprint / Position*  
**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.	1			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
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7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	1			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	1			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	1			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	2			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1
- 2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1 Lack of experienced tech's from Sprint working on System.
- 2

12

Sandy Mercer - Polk County

\* Using w/ 11/12

# Sprint/Position

## <Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	2			
2. The new system was integrated well with my existing systems with no major conflicts.	1			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	2			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	2			
6. System users are generally satisfied with the new system's functionality and performance.	1			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	1			
8. System change orders were promptly implemented and reasonably priced.	1			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	1			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	2			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

1. "My only Option"

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

1. "No personal contract w/ Sprint."  
2. "Feels like I get the run around constantly."

Christine Daniels - Jackson Co.



*Sprint / Position*  
**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
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3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
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6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	1			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	2			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	0			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	0			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			
[Redacted Signature Area]				

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

1 meet schedule w/ equipment.

2 Position is great, any problems w/ equip I call position direct.

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

1 maintenance provided by Sprint.

2

Frank Kirk Seminole County

Sprint / Position  
**<Vendor Name Here>**

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	2			
2. The new system was integrated well with my existing systems with no major conflicts.	Built from Ground up			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	1			
6. System users are generally satisfied with the new system's functionality and performance.	1			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	0			
8. System change orders were promptly implemented and reasonably priced.	2			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	0			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	0			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	1			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

1 "Nothing Positive to say."  
2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

1 Sprint installed system and basically disappeared.  
2

Juan Botino      Madison County  
Currently in Neg      w/ CMLIAK